



State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing

Gallatin River Communications L.L.C.
d/b/a CenturyLink GRC
for quarter ending December 31, 2005

Performance Data	October	November	December	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	3.26	3.30	3.46	3.34
B. Operator Answer Time - Information [730.510(a)(1)]	5.06	5.17	5.52	5.25
C. Repair Office Answer Time [730.510(b)(1)]	6.00	8.00	15.00	9.67
D. Business or Customer Service Answer Time [730.510(b)(1)]	32.00	14.00	58.00	34.67
E. Percent of Service Installations [730.540(a)]	99.90%	99.69%	97.22%	98.93%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	99.30%	100.00%	100.00%	99.77%
G. Trouble Reports per 100 Access Lines [730.545(a)]	1.03	1.14	1.06	1.08
H. Percent Repeat Trouble Reports [730.545(c)]	9.05%	7.94%	7.91%	8.30%
I. Percent of Installation Trouble Reports [730.545(f)]	4.45%	3.39%	5.51%	4.45%
J. Missed Repair Appointments [730.545(h)]	0	0	0	0
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

Comments

Because of Gallatin's conversion from one billing system to another in December '05, the December % of Service Installations is unusually low. Gallatin is working to address this issue.



**State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing**

**Gallatin River Communications L.L.C.
d/b/a CenturyLink GRC
for quarter ending December 31, 2005**